

HEALTH CARE CONSUMERS' COUNCIL  
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 16 March 2010, at the Naval Health Clinic Patuxent River (NHC), Conference Room.

1. CAPT Ireland, Commanding Officer, Naval Health Clinic, Patuxent River (NHCPR) welcomed those in attendance and asked that information from this forum be taken back to staff members.

2. CMDCM (AW/SW) Stigler, Command Master Chief, represented NAS Patuxent River, CAPT Macyko, Commanding Officer, Naval Air Station, was unable to attend due to a prior commitment. CMDCM Stigler reminded those in attendance that units would be preparing for the PRT. If any organization will be using a remote location for training, they should notify the Fire Department prior to the training. If an emergency occurs, the Fire Department has to know where to go.

3. Ms. Jean Thurber, (representing CAPT Scott, Director for Health Services).

a. Providers: The clinic has two new providers: Dr. Christina Reilly-Torres started in late January and she is a permanent physician assigned to Family Medicine. CDR Maria Moreno-Chow is a reservist, Nurse Practitioner, assigned to Family Medicine for three months.

Dr. Sushila Sheoran, Pediatrician, will be on leave from April until July. The Clinic has arranged for Dr. Kunchul Yoon to provide care in Dr. Sheoran's absence. Letters have been sent to Dr. Sheoran's panel informing them of this temporary change in providers.

b. Clinic Closure: The clinic will secure at 1200 on 30 April for a Command function. Informational signs will be posted and an announcement will be placed in the TESTER.

4. LCDR Stephens, Director for Administration. Reviewed current projects:

a. Windows: The windows at the clinic will be replaced with blast-proof/energy efficient windows. The project started in February and has not yet impacted patient care areas. The Clinic will try to minimize the effects on patient care. At this time, it takes three days to complete each window replacement. The first patient care area targeted for window replacement is the Dental Clinic. When the vestibules windows are replaced, there will be some re-routing of traffic flow to ensure safety in the event of an emergency.

b. Occupational Medicine: Occupational Medicine will be relocating to the main clinic, estimate is currently for early May 2010. Industrial Health and Facilities will remain in Building 436. Information will be posted in the TESTER.

c. SARP/BH Renovations: As soon as Occupational Medicine moves, Behavioral Health (BH) will temporarily relocate to building 436. The renovation will include the creation a new waiting room for the BH Clinic (separate from Radiology).

5. Ms. Cathy Chapman, Case Management: She provided information on available services for beneficiaries who have chronic and/or multiple health conditions. Case Management can assist with coordination of services. Contact cards and DVDs were provided.

6. Ms. Ashton, Health Promotion:

a. National Nutrition Month: March is National Nutrition Month. During the month, Navy and Marine Corps Public Health Center sponsors a 4-week challenge of diet and exercise ("Crews into Shape"). NAS Patuxent River has 12 crews participating.

b. Ship Shape: The next class will start on 4 May. If you have individuals who need the program, please e-mail ([mindy.ashton@med.navy.mil](mailto:mindy.ashton@med.navy.mil)) or access the link on the NHCPR's home page.

c. Health and Fitness Expo (sponsor MWR). On 25 May, MWR will be sponsoring the expo with different health screenings. Advertising should start during the first week of April.

d. Sexual Assault Awareness Month: The month of April has been designated Sexual Assault Awareness Month. The goal is to raise public awareness about sexual violence (focusing on sexual assault and rape) and to educate communities and individuals on how to prevent sexual violence.

e. Foot Health Awareness Month: April is Foot Health Awareness Month. Handouts provided regarding foot care and "flip-flop" tips.

f. National Infant Immunization Week: April 24 - May 1 is the National Infant immunization week, designed to stress the importance of protecting infants from vaccine-preventable diseases. (Handout provided)

7. Ms. Vickie Majors, Fleet and Family Service Center (FFSC):

a. Newsletter: The FFSC distributes electronic newsletters monthly. Please encourage your folks to sign up, call 301-342-4911.

b. Month of the Military Child: April is the month of the military child. The USO will be sponsoring the "Military Children Appreciation Extravaganza" on Saturday, April 10 at the NEX Parking lot between 1000-1500. They are looking for volunteers to help out. (Handout)

c. Family Advocacy Brief for Key Personnel: The brief will be held on Thursday, April 15<sup>th</sup> from 1300-1500 in building 1489 (HRO Building). (Handout provided).

8. Mr. Carpenter TRICARE Service Center (TSC) Manager:

a. TRICARE Brief: Staff is available to go to commands/squadrons to give a TRICARE brief. Clinic staff may accompany if you would like medical issues discussed also. Please contact Mr. Carpenter (TRICARE service Center Manager, 1-301-866-6060) to schedule a brief.

b. Emergency Room Utilization: TMA will be starting a marketing plan to try to reduce the ER usage by TRICARE Beneficiaries. At the TMA conference, the top 10 ER diagnoses were compared to those of Urgent Care and they were basically the same (including ear aches and sore throats). It costs TRICARE \$800 for an ER visit versus \$150 for an Urgent Care visit. The unnecessary costs associated with ER visits has a bottom line effect on the ability to purchase line Navy systems. By educating our beneficiaries, TMA is looking to reduce the amount of money spent on purchased care.

c. TRICARE Mail Order Pharmacy (TMOP): Retail pharmacy costs are much higher than TMOP costs and drive the Per Member (PM) costs. As a way to try and encourage the use of TMOP, MTF Pharmacies are being asked to add to their phone lines options to direct beneficiaries to Express Scripts (TMOP).

9. CDR Padgett, Director for Public Health Services: Update on readiness numbers.

a. H1N1 Influenza Status: MRRS shows 135 still require H1N1 (94.1% complete)

b. Seasonal Influenza Vaccine Status: MRRS shows 68 still require Seasonal Influenza (97.0% complete)

c. Deployment Health Assessments: MRRS shows 62 need a Post Deployment Health Reassessment PDHRA/DD2900. Pax River has done a tremendous job of completing this requirement for personnel that have deployed from Pax River. The majority of individuals who are deficient are those with past deployments who have transferred to Pax River. PDHRA due for personnel that meet the following (since 2003): 14 days boots on the ground in CENTCOM, 30 days boots on the ground OCONUS in a place that did not have a normal peace time U.S. Military Treatment facility.

d. Medical Readiness Indeterminate: 7% of the base has a readiness category of indeterminate. At this time, MRRS shows 241 ADSM deficient on their annual PHA. It will take 4-6 weeks to clear those in need of a Part 1. With the PRT fast approaching, it is important to remind personnel to have their PHA done on schedule.

10. Ms. Jane Hambel, Customer Relations Officer

a. Operation Purple Camp: Provided flyer regarding the free summer camp program to support military children dealing with the stress of war. (Handout)

b. Customer Feedback: (Handout) Reviewed the Navy Patient Satisfaction (NPSS) results for FY 2009, with a review of peer clinics. 2010 data is limited, due to the implementation of the new contract. Dental Satisfaction high compared to Navy averages. Will continue to monitor survey results and report every other meeting.

11. Forum for Questions:

a. CMDCM Stigler inquired as to the status of Health Care Consumers Council at the Branch Clinics. According to CAPT Ireland, the Commanding Officer, Naval Air Station, Patuxent River (CONAS), sponsors the Health Care Consumers' Council (HCCC) meeting and the clinic facilitates it. It would be up to the Base CO's at Joint Base Andrews and/or NSF Dahlgren/Indian Head to request a HCCC for the Branches.

12. The meeting adjourned at 1045. Representatives were asked to pass information from this meeting to all members of their commands. The next Health Care Consumers' Council meeting is scheduled for Tuesday, 18 May 2010 at 1000. The agenda will be distributed prior to the meeting. If a representative would like to have a topic covered at this forum, please contact the Commanding Officer at extension 2-1462.

Submitted:



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Reviewed:



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